

P&PD/OL CUSTOMER SURVEY

1. BACKGROUND

- . Q.C. FACILITATOR SUGGESTION
- . ASSISTANCE FROM RESEARCH BRANCH, PSD/OMS
IN DEVELOPING FORMAT & QUESTIONS
- . FINALIZED THROUGH Q.C. STEERING COMMITTEE
- . DISTRIBUTION KEYED TO ''DIVISION'' ADDRESSEES
- . 192 RESPONSES OUT OF 864 QUESTIONNAIRES (22%)

2. RESULTS

- . PRODUCTS
 - 91% RESPONSE IN GOOD/EXCELLENT CATEGORY
 - QUALITY RATED AS MORE IMPORTANT THAN
TIMELINESS (69% vs 31%)
 - ALWAYS PACKAGED AND RECEIVED IN GOOD
CONDITION
- . RESPONSIVENESS - 87.8% RESPONSE IN GOOD/EXCELLENT CATEGORY
- . SERVICES
 - MOST CUSTOMERS USE P&PD EVERY WEEK
 - CONTACT MEANS FAIRLY EVENLY DIVIDED
 - IN PERSON - 38.5%
 - BY PHONE - 32.9%
 - BY MAIL - 28.6%
- . PERSONNEL
 - RATED COURTEOUS, HELPFUL, & CONCERNED
FOR CUSTOMER'S NEEDS.
- . P&PD REQUISITIONS
 - CONSIDERED EASY TO FILL OUT, EXCEPT
FM. 70 & 70C SOMETIMES REQUIRE
ASSISTANCE.

3. PROBLEM AREAS IDENTIFIED

- . SOME CUSTOMER DISSATISFACTION RE JOB STATUS INQUIRIES.
- . SOME CUSTOMER CONCERN RE TIMELY COMPLETION OF SERVICES;
I.E., MISSED DUE DATES

- . TYPES OF SUPPORT NOT PROVIDED BY P&PD:

VIDEO CONCERNS - 5 RESPONSES
DESIGN AND GRAPHICS - 3
COLOR XEROXING - 2
SPECIALITY FORMS & CERTIFICATES - 2
INCREASED ETECS SUPPORT - 2
OTHER - 6

4. CORRECTIVE ACTION

- . ATTEMPTS TO CONTACT SURVEY RESPONDENTS FOR FURTHER CLARIFICATION OF PROBLEMS UNSUCCESSFUL DUE TO
 - ANONYMITY OF SURVEY RESPONDENTS
 - TIME LAPSE BETWEEN SURVEY RECEIPT, PROCESSING, ANALYSIS, AND ACTION PLAN
 - ORGANIZATIONAL CHANGES AND NEW MANAGEMENT
 - SOME RESPONDENTS RETIRED, REASSIGNED
 - RESPONDENTS COULDN'T REMEMBER WHY THEY ANSWERED AS THEY DID
- . NEW MIS PROVIDING BETTER INFO ON JOB STATUS
- . CONCERTED EFFORT TO BE MORE ''SERVICE-ORIENTED''
- . FOLLOW-UP MINI SURVEYS TO BE PERIODICALLY ISSUED WITH RANDOMLY-SELECTED PUBLICATIONS
- . HANDBOOK OF P&PD SERVICES AND CAPABILITIES
- . P&PD REQUISITIONS HAVE BEEN, OR ARE BEING, REDESIGNED
- . ELECTRONIC REQUISITIONS SOON TO BE A REALITY IN SOME P&PD AREAS.

COMMENT CARD

As part of P&PD's commitment as a service organization to the Agency, we would appreciate your help by filling out the applicable areas below.

ARE YOU SATISFIED WITH THE QUALITY OF P&PD'S PRODUCTS & SERVICES?

<u>PRINTING SERVICE</u>	YES	NO	N/A
PLANNING ASSISTANCE	_____	_____	_____
EMPLOYEE INITIATIVE	_____	_____	_____
EMPLOYEE COURTESY	_____	_____	_____
TYPESETTING	_____	_____	_____
PRINTING	_____	_____	_____
BINDING	_____	_____	_____
OVERALL PRODUCT	_____	_____	_____

COMMENTS :

COMMENT CARD

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ARE YOU SATISFIED WITH THE QUALITY OF P&PD'S PRODUCTS & SERVICES?

<u>PHOTOGRAPHIC SERVICE</u>	YES	NO	N/A
PLANNING ASSISTANCE	_____	_____	_____
EMPLOYEE INITIATIVE	_____	_____	_____
EMPLOYEE COURTESY	_____	_____	_____
BLACK & WHITE PROCESSING	_____	_____	_____
COLOR PROCESSING	_____	_____	_____
MOTION PICTURE	_____	_____	_____
VIDEO REPLICATION	_____	_____	_____
MICROFILM	_____	_____	_____
AUDITORIUM AUDIO/VISUAL ASSISTANCE	_____	_____	_____
HQS RM. 1A07 ASSISTANCE	_____	_____	_____

COMMENTS :

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FY 1984 DIRECTORATE-LEVEL OBJECTIVES

(Reportable to the DDA at Quarterly Planning Conference)

New Building Project Office (NBPO)

- Consolidate Agency Metropolitan Washington Area activities in the new Headquarters Building.
- Develop formalized "professionalism" program within OL for both blue and white-collar workers.

Information and Management Support Staff (IMSS)

- Develop and implement the Logistics Integrated Management System (LIMS).
- Establish overseas personal computer capabilities.

Personnel and Training Staff (P&TS)

- Strengthen and expand personnel management support in OL.

Procurement Management Staff (PMS)

- Convert General Provisions used in Agency contracts from DARS to FARS.

Logistics Services Division (LSD)

- Investigate the feasibility of automating the courier receipt filing, tracing, and retrieval system as well as the codeword accountability system within the M&CB.
- Complete implementation of a more effective Vehicle Dispatch Plan.
- Implement the DDA's "Quality of Life" program.
- Implement corrective action to customer surveys in LSD.

Printing and Photography Division (P&PD)

- Complete basic operational capability of the Digital Prepress System.
- Complete evaluation of the Quality Circle Program in P&PD and access application elsewhere in OL.
- Develop and implement NOMAD based P&PD Management Information System.
- Implement corrective action to problems uncovered in the P&PD customer services questionnaire.

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FY 1984 Directorate-Level Objectives (continued)

Procurement Division (PD)

- / - Expand personnel exchange program with external agencies.
- Develop and disseminate customer survey questionnaires and take appropriate action to respond to customer comments.

Real Estate and Construction Division (RECD)

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- Resolve issues of Agency takeover of M&O of Headquarters facility from GSA.

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- Develop and disseminate customer survey questionnaires and take appropriate action to respond to customer comments.

Supply Division (SD)

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- Develop and disseminate customer survey questionnaires and take appropriate action to respond to customer comments.

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